IMPORTANT

Announcement from Covered California Regarding Form 1095-A

On April 3, 2015, the Internal Revenue Service (IRS) released income tax filing guidelines for taxpayers who have received or expect to receive a corrected form. The guidelines also address what taxpayers should do if they have yet to receive a 1095-A and received subsidies over the year to help pay for their health coverage. The guidelines can be found at www.irs.gov.

Although most consumers received a correct 1095-A form on time, some Covered California consumers have not received a correct 1095-A or have concerns about the form they received. We are very sorry for the inconvenience and we know it is frustrating given the upcoming April 15 tax filing deadline. We are working diligently to ensure every Covered California consumer… Read More.

Covered California Provides 1095-A Notice to Consumers

Last week, Covered California sent out email and postcard notices to consumers who have submitted IRS Form 1095-A dispute forms letting them know that if they already filed their federal taxes using an incorrect IRS Form 1095-A they received from Covered California, they do not need to file an amended federal tax return. In addition, the IRS will not pursue collections on any additional taxes due based on the information on the corrected IRS Form 1095-A. Consumers’ options for tax filing are available in the notices.

In addition, Covered California is in the process of calling consumers that submitted dispute forms to give them the results of their disputes.

NEW

Press Release: Covered California Partners with Tax Preparer Organizations and Businesses

Covered California announced today our partnership with tax preparer organizations and businesses to remind consumers that they have until April 30th to enroll for health coverage through Covered California if they did not know about the tax penalty for remaining uninsured. You can read the press release here.

To emphasize this special enrollment opportunity, Covered California will be sending our staff out to statewide locations to help get the word out starting April 16th. We hope this will drive consumers to you for enrollment assistance. Join us in the below cities (Locations TBD):

- April 16 – Sacramento, Los Angeles (Spanish-language only), and Bay Area (API-language only)
- April 17 – San Diego and Chico/Redding
- April 20 – Fresno, Los Angeles, and Inland Empire

Week of 4/6/15
The Agent Weekly
The latest in Certified Insurance Agent news and information

- April 21 – San Francisco and Bakersfield
- April 22 – Salinas/Monterey

We will soon announce phone banks at major television and radio stations. Certified Insurance Agents and Certified Enrollment Counselors are needed to help support and staff the phone banks. More information will be shared once we have more details.

Launch of New Learning Management System (LMS)

Covered California launched its new LMS on Friday, April 3rd for licensed agents training to become certified with Covered California. As a result of this launch, some Certified Insurance Agents may have received an email from Covered California University entitled "You have been enrolled in Covered California Insurance Agent Certification 2014 – 2015." Please disregard the email if you have already completed training and are currently certified with Covered California. We apologize for any confusion this may have caused.

Know someone that is currently in the process of becoming certified? Share the new LMS User Guide for accessing certification course materials available here.

Covered California at LAAHU on April 15th

Looking for practical advice to help you grow your client list with Covered California? Covered California representatives will be on hand at the Los Angeles Association of Health Underwriters’ (LAAHU) University Day Conference.

Join us on April 15th at the L.A. Convention Center to hear Chris Patton, Covered California’s Vice President of SHOP Sales and Agent Management as he provides insight as to how you can better attract and serve small group clients into 2016. He will also be providing an “insider’s” look at trends occurring in the healthcare marketplace and how you can adapt and remain relevant in light of marketplace changes. Contact 1-800-676-1628 or visit www.laahu.org to register for the event.

REMININDERS

Sales Division Webinar #13: This Wednesday, April 8th, 2015

Covered California’s next Sales Division Webinar is scheduled for tomorrow, Wednesday, April 8, 2015. During the webinar we will be covering the following topics:

- 1095 – A Update
- Medi-Cal Federal Poverty Level (FPL) Tables
- New Learning Management System (LMS)

Click here to register
This webinar will be broadcast live and will feature a real-time Q & A session. You can submit questions during the webinar to SalesDivisionWebinarFeedback@covered.ca.gov.

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**Special Enrollment Period for Consumers Unaware of Tax Penalty Ends This Month**

Do you know consumers that didn’t enroll for health insurance coverage and are now facing a tax penalty? Covered California is currently running a Special Enrollment Period to help those individuals that were not aware of the tax consequence for being uninsured. Help them take advantage of the opportunity to enroll for 2015 coverage today. The last day to enroll is April 30th, 2015. For more information and resources to help you as you work with these consumers, click here.

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**Quick Reminders** *(Click the title of each article for more information!)*

- Incorrect Consumer Addresses and What You Can Do to Help
- Use This Print Ready Article to Explain Special Enrollment Opportunity to Clients
- Update on Medi-Cal Payments
- All Community Partner Newsletters Now Available Online
- Sales Division Webinar Series Moving to New Schedule
- Updated IRS Form 1095-A Toolkit
- Win 100 Hours of Telemarketing for SHOP
- Find The Agent Weekly & Past Webinar Recordings Online

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**Agent Service Center Hours**

Now that Open Enrollment has closed, the Agent Service Center hours have changed. Please note the new schedule below:

Covered California’s Agent Service Center
Phone: (877) 453-9198
E-mail:  Agents@covered.ca.gov

Monday thru Friday, 8:00 a.m. to 6:00 p.m.
Saturdays, 8:00 a.m. to 6:00 p.m.

Please note that weekend Service Center Hours will be discontinued starting next week.

Check the April Agent Service Center calendar for availability.

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**Important Dates for Your Calendar**

- 4/1/15 – Decertification Begins for Agents with Incomplete Voter Registration Training
- 4/8/15 – Sales Division Webinar #13
- 4/30/15 - Special Enrollment Period for Consumers Unaware of Tax Penalty Ends

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**Upcoming CalHEERS Planned Outages**

- Saturday, April 11 from 6:30 PM to Monday, April 13, 2015, at 6:00 AM